



JOB DESCRIPTION

JOB TITLE:	Public Safety Dispatcher Supervisor	
DEPARTMENT:	Police Department	
REPORTS TO:	Police Support Services Manager	DATE: April, 2009
EMPLOYEE UNIT:	CSOA	Supersedes: October, 2005
FLSA EXEMPT:	No	

JOB SUMMARY: Under direct supervision of the Police Support Services Manager, plans, supervises, and participates in the police communications center and Public Safety Answering Point and participates in the communication activities of the Support Services Division of the Police Department.

CLASS CHARACTERISTICS: This is a supervisory level civilian law enforcement classification reporting to the Police Support Services Manager. Principal duties include supervising, training and evaluating Public Safety Dispatchers; performing public safety dispatcher duties as required, and organizing, carrying out and maintaining records for communications purchasing and repairs;. A significant degree of technical skill and independent judgment is required of incumbents to develop, maintain, and successfully perform in a community oriented, problem solving approach to policing.

The specific technical nature of law enforcement procedures, plus the necessity to undergo a thorough background investigation prior to appointment, distinguishes this class from the general supervisory classes.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The following duties are performed personally, in cooperation with the Police Support Services Manager, and/or in coordination with other City staff. Additional duties may be assigned.

1. Schedule Dispatch personnel for the most effective utilization of available personnel.
2. Supervise, train and evaluate all Dispatch personnel.
3. Prepare and analyze administrative reports as required.
4. Supervise 911 operations, Computer Aided Dispatch (CAD), California Law Enforcement Telecommunications System (CLETS), Sheriff's Law Enforcement Telecommunications System (SLETS), National Crime Information Center (NCIC) and public safety computer functions as they relate to the Dispatch Center.
5. Act as a liaison officer with other departments, law enforcement agencies and cities.

6. Monitor station and communications security and surveillance.
7. Schedule communications equipment maintenance.
8. Inventory and order supplies.
9. Evaluate and assist in the professional development of assigned staff.
10. Perform all related duties of a Public Safety Dispatcher as required.
11. Participate in the preparation of the operational/capital budgets for the department. Maintain operational budget accounts.
12. Coordinate and implement mobile emergency communication resources and equipment as needed.
13. Act for the Police Support Services Manager in his/her absence or as directed.
14. Participate in training and updating programs, and prepare and update policies and procedures as required.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill, and/or ability required.

Education & Experience:

1. Education equivalent to completion of two years of college with major work in police services, business, public administration, or a related field.
2. Four years of full time experience as a Public Safety Dispatcher. Supervisory experience desirable.

Licenses & Certificates:

1. Possess a P.O.S.T. Basic Dispatch Certificate and a Communication Training Officer Certificate.
2. Possess a typing certificate (minimum net 40 words per minute) dated within six months of the date of hire.
3. Possess a valid California Class C driver's license in compliance with adopted City driving standards.

Other Requirements:

1. Must be able to meet state standards for accessing criminal history information as determined by a comprehensive background and psychological examination.
2. Successfully complete a Peace Officer Standards and Training (POST) Certified Civilian Supervisor Course within one year of date of hire.
3. Must be willing to work various hours, rotating shifts, weekends and holidays, and be available for callback.
4. Bilingual English/Spanish preferred.

Knowledge of:

1. Public safety communication systems and organizations, procedures and practices.
2. Standard office procedures and methods, including filing and the operation of common office equipment.
3. Basic law enforcement terminology and concepts.
4. Telephone communications techniques for dealing with varied groups of people particularly in emergency situations.
5. Principles and practices of supervision, training and personnel administration.
6. California Law Enforcement Telecommunications System (CLETS), Santa Clara County Criminal Justice and Information Control System (CJIC) and National Crime Information Center (NCIC) computer systems; with the ability to train assigned staff and co-workers in their use.
7. Federal Communications Commission rules and regulations as they pertain to emergency communications, and the ability to train Public Safety Dispatchers and co-workers in their policies and procedures.
8. Use of personal computer and law enforcement computer systems, e.g. CLETS, NCIC, and CJIC.

Skill in:

1. Supervision, evaluation and counseling of employees.
2. Independent decision making:
3. Communicating verbally in a clear and effective manner.
4. Obtaining information from hostile or traumatized individuals in emergency situations.
5. Handling multiple activities simultaneously while maintaining attention to detail.
6. Understanding and following oral and written directions.
7. Exercising sound, independent judgment within established guidelines.
8. Performing varied civilian support services in an efficient and effective manner.
9. Maintaining accurate records and preparing clear and concise reports and materials.
10. Operating a computer keyboard at sufficient speed and with sufficient accuracy (40 net words per minute) to enter data into an on-line computer system.
11. Use of common office software including Microsoft Office and applicable specialized law enforcement software.
12. Providing outstanding customer satisfaction (internally and externally).

Ability to:

1. Operate radio and telephone equipment, following departmental and F.C.C. regulations.
2. Quickly learn the policies, procedures and performance standards pertaining to the work.
3. Think and act quickly in emergencies and evaluate situations and people accurately.
4. Be in constant communication on the radio with police officers and on the telephone with citizens requesting police or fire service.
5. Understand the police radio code system and to listen and write and/or type at the same time.
6. Learn to operate automated police information systems.
7. Learn to perform various law enforcement support work.
8. Resolve conflict.
9. Effectively train subordinates.
10. Support and implement the decisions of Command Staff.

11. Work under pressure on several tasks and analyze and adapt to new situations.
12. Remain in control in difficult situations, use proper judgment and make appropriate decisions in stressful and non-stressful situations.
13. Effectively delegate assignments to all communicators, as appropriate.
14. Establish and maintain effective working relationships with those contacted in the course of the work.
15. Perform in a manner which reflects the City and Police Department mission, values and goals.

PHYSICAL DEMANDS: Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear. Employee frequently is required to sit, stand, walk, use hands and fingers to handle or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch.
2. Employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception, the ability to adjust focus.

WORK ENVIRONMENT: Work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Employee generally works 95% indoors and 5% outdoors.
2. Their work environment indoors is usually in a temperature-controlled, ergonomically equipped communications center; some travel may be required.
3. While performing the duties of this job outdoors, the employee occasionally may be exposed to varying weather conditions.